



**DATA MATRIX PTY LTD  
PRIVACY POLICY IN TERMS  
OF THE PROTECTION OF  
PERSONAL INFORMATION  
ACT, NO. 4 OF 2013**



**DATA MATRIX PTY(LTD)**  
POPI Act – Privacy Policy

Document # G-Pol-5  
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### SCOPE

This policy applies to the business of Data Matrix Pty Ltd wherever it is conducted, but based at the registered office.

### INTRODUCTION

#### PURPOSE OF THE POLICY

The purpose of this policy is to enable Data Matrix Pty Ltd to:

- comply with the law in respect of the data it holds about individuals;
- follow good practice;
- protect Data Matrix (Pty) Ltd staff and other individuals
- protect the organisation from the consequences of a breach of its responsibilities.

#### PERSONAL INFORMATION

Information that identifies a living person like:

- Race, gender, contact details, employment, education etc., in terms of the Protection of Personal Information Act, 2013 (hereinafter POPI Act).



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## **PRIVACY POLICY STATEMENT**

Respecting and protecting your Personal Information is of the utmost importance to Data Matrix Pty Ltd. It is also a Constitutional and Legal right and good business practice, which Data Matrix Pty Ltd has always taken seriously.

In line with the 8 Conditions for the lawful processing of personal information in the Protection of Personal Information Act, 4 of 2013, Data Matrix Pty Ltd:

- Undertakes to appoint an Information Officer who will be responsible for ensuring that the principles within POPIA are in place and complied with;
- Accepts responsibility and accountability to manage and protect your Personal Information when providing services and solutions to you as client / employee / contractor / agent / visitor / user or other persons authorised to access and use the Organisation's systems;
- Undertakes to receive, only from you, and process the Personal Information that is necessary for Data Matrix Pty Ltd to conduct its business in line with applicable legislation as required by authorised bodies in order to comply, or for any other lawful reason;
- Undertakes to only use your Personal Information for the purpose it is obtained;
- Undertakes not to share or further process your Personal Information with anyone if not requested by you or required by applicable legislation;
- Undertakes to be open and transparent and notify you as and when, why and how your Personal Information needs to be collected;
- Undertakes to safeguard and protect your Personal Information in the possession of Data Matrix Pty Ltd;
- Undertakes to freely confirm what Personal Information Data Matrix Pty Ltd has, to update and correct the Personal Information, and to keep it for no longer than legally required.



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## **KEY RISKS**

Data Matrix Pty Ltd has identified the following potential key risks, which this policy is designed to address:

- Breach of confidentiality (information being given out inappropriately)
- Insufficient clarity about the range of uses to which data will be put leading to Data Subjects being insufficiently informed
- Failure to offer choice about data use when appropriate
- Breach of security by allowing unauthorised access
- Harm to individuals if personal data is not up to date



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## **INFORMATION OFFICER RESPONSIBILITIES**

The Information Officer has the following responsibilities:

- Developing, publishing and maintaining a POPI Policy which addresses all relevant provisions of the POPI Act, including but not limited to the following:
  - Reviewing the POPI Act and periodic updates as published Ensuring that POPI Act induction training takes place for all staff
  - Ensuring that periodic communication awareness on POPI Act responsibilities takes place
  - Ensuring that Privacy Notices for internal and external purposes are developed and published
  - Handling data subject access requests
  - Approving unusual or controversial disclosures of personal data
  - Ensuring that appropriate policies and controls are in place for ensuring the Information Quality of personal information Ensuring that appropriate Security Safeguards in line with the POPI Act for personal information are in place
  - Handling all aspects of relationship with the Regulator as foreseen in the POPI Act
  - Provide direction to any Deputy Information Officer if and when appointed

## **APPOINTMENT**

The appointment of the Data Matrix Pty Ltd Information Officer will be the Designated Head.

Consideration will be given on an annual basis for the re-appointment or replacement of the Information Officer; the need for any Deputy to assist the Information Officer.



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## **PROCESSING LIMITATION**

Data Matrix Pty Ltd undertakes to comply with the POPI Act, Conditions 2 in terms of processing limitation, sections 9 to 12, subject to the following stipulation (Forms of Consent).

### **FORMS OF CONSENT**

Data Matrix Pty Ltd undertakes to gain written consent where appropriate.

### **NATURE OF PERSONAL INFORMATION**

Your personal information is collected by Data Matrix Pty Ltd directly from you and not from a third party source unless it has been placed there for access by you.

Data Matrix Pty Ltd and its employees only collect personal information for the purpose of rendering its organisational purpose and services:

- Some of your Personal Information Data Matrix Pty Ltd collects may include your, Organisation's name, first and last name, email address, telephone and or cell phone, home, postal or other physical address, other contact information namely your title, date of birth, ID number, occupation, qualifications, past and/or current employment, and where required by law a medical fitness certificate.
- Data Matrix Pty Ltd may need to disclose and share some of your Personal Information with third parties, i.e., the ETQA and relevant Sector Education Training Authority. Where this happens, Data Matrix Pty Ltd will take all precautions to ensure that the third party treats your information with the same level of protection as required by the POPI Act.



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## **PURPOSE SPECIFICATION**

Data Matrix Pty Ltd undertakes to comply with the POPI Act, Conditions 2 in terms of processing limitation, sections 13 and 14, subject to the following stipulation (Retention periods).

### **RETENTION PERIODS**

Data Matrix Pty Ltd will only retain personal information of a data subject:

- if retention of the record is required or authorised by law for such period as may be required or prescribed by such law or a code of conduct;
- if there is no law or code of conduct prescribing a retention period, Data Matrix Pty Ltd will retain the record if the Organisation reasonably requires the record for lawful purposes related to its functions or activities for a period which will afford the data subject a reasonable opportunity, taking all considerations relating to the use of the personal information into account, to request access to the record;
- or where retention of the record is required by a contract between the parties thereto.

Personal information is stored on Data Matrix Pty Ltd servers located onsite and hard copies are archived where required by law on site under lock and key which is accessible only by Data Matrix Pty Ltd internal employees. Personal information will only be retained for so long as necessary to carry out the function, Services required and/or other legal or obligatory requirements. Personal Information no longer required for the purposes of rendering services to you or after completion of mandatory retention periods, will be destroyed.





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## **FURTHER PROCESSING LIMITATION**

Data Matrix Pty Ltd undertakes to comply with the POPI Act, Conditions 2 in terms of processing limitation, section 15.

### **FURTHER PROCESSING**

Further processing of personal information will be in accordance or compatible with the purpose for which it was originally collected

Data Matrix Pty Ltd may further process information:

- to avoid prejudice to the maintenance of a law
- to comply with an obligation imposed by law
- or to prevent or mitigate a serious and imminent threat to public health or public safety; or the life or health of the data subject or any another person

Data Matrix Pty Ltd will not provide your personal information to any unauthorised bodies or to third parties for their independent use without your prior consent and will only do so if absolutely necessary by law.



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## **INFORMATION QUALITY**

Data Matrix Pty Ltd will comply with all of the aspects of the POPI Act; Condition 5, section 16 subject to the following stipulations:

### **ACCURACY**

Data Matrix Pty Ltd will regularly review its procedures for ensuring that its records remain accurate and consistent and, in particular:

- Systems will be designed, where possible, to encourage and facilitate the entry of accurate data.
- Data on any individual will be held in as few places as necessary, and all staff will be discouraged from establishing unnecessary additional data.
- Systems are updated when information about any individual changes.
- Staff who keep more detailed information about individuals will be given additional guidance on accuracy in record keeping.

### **UPDATING**

Data Matrix Pty Ltd will review and update all personal information as and when needed.

### **ARCHIVING**

Archived electronic records of Data Matrix Pty Ltd are stored securely on site.

Paper record archiving are stored under lock and key and only authorised persons will have access thereto.

A certificate of destruction will be obtained for each batch of archived documents destroyed.



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## **OPENNESS**

In line with Conditions 6 and 8 of the Act, Data Matrix Pty Ltd is committed to ensuring that in principle Data Subjects are aware that their data is being processed and:

- for what purpose it is being processed;
- what types of disclosure are likely; and
- how to exercise their rights in relation to the data.

## **PROCEDURE**

Data Subjects will generally be informed in the following ways:

- Staff:
  - through this policy
- Customers and other interested parties:
  - through Data Matrix Pty Ltd.'s Privacy and Security Notice.

Whenever data is collected, the number of mandatory fields will be kept to a minimum and Data Subjects will be informed which fields are mandatory and why.



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## **SECURITY SAFEGUARDS**

The scope of this aspect of the policy is defined by the provisions of the POPI Act, Condition 7, section 19 to 22.

This section of the policy only addresses security issues relating to personal information. It does not cover security of the building, business continuity or any other aspect of security.

### **SPECIFIC RISKS**

Data Matrix Pty Ltd has identified the following risks:

- Staff with access to personal information could misuse it.
- Staff may be tricked into giving away information, either about customers / members or colleagues.

### **SECURITY MEASURES**

Access to information on the main Data Matrix Pty Ltd Server will be controlled by specific user capabilities with specified access rights.

Data Matrix Pty Ltd will ensure that all necessary controls are in place in terms of access to personal information.

### **BUSINESS CONTINUITY**

Data Matrix Pty Ltd will ensure that adequate steps are taken to provide business continuity in the event of an emergency.

### **RELATED POLICY**

Please see the Data Matrix Pty Ltd Privacy and Security Notice for further guidance.



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## **DATA SUBJECT PARTICIPATION**

The scope of this aspect of the policy is defined by the provisions of the POPI Act, Condition 8, sections 23 to 25.

### **RESPONSIBILITY**

Any subject access requests will be handled by the POPI Act Information Officer in terms of Condition 8.

### **PROCEDURE FOR MAKING A REQUEST**

Subject access requests must be in writing. All staff are required to pass on anything which might be a subject access request to the POPI Act Information Officer without delay.

Requests for access to personal information will be handled in compliance with the POPI Act and in compliance with the Promotion of Access to Information Act (PAIA), as defined in the Data Matrix Pty Ltd PAIA Manual.

### **PROVISION FOR VERIFYING IDENTITY**

Where the individual making a subject access request is not personally known to the POPI Act Information Officer their identity will be verified before handing over any information.

### **CHARGING**

Fees for access to personal information will be handled in compliance with the PAIA Act.

### **PROCEDURE FOR GRANTING ACCESS**

Procedures for access to personal information will be handled in compliance with the PAIA Act, as defined in the Data Matrix Pty Ltd PAIA Manual.



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## **PROCESSING OF SPECIAL PERSONAL INFORMATION**

Data Matrix Pty Ltd has the policy of adhering to the process of Special Personal Information which relates to the religious or philosophical beliefs, race or ethnic origin, trade union membership, political persuasion, health or sex life or biometric information of a data subject.

Special personal information includes criminal behaviour relating to alleged offences or proceedings dealing with alleged offences.

Unless a general authorisation, alternatively a specific authorisation relating to the different types of special personal information applies, a responsible party is prohibited from processing special personal information.

## **PROCESSING OF PERSONAL INFORMATION OF CHILDREN**

Data Matrix Pty Ltd does not process personal information of persons under the age of 18 within the scope of its operations.

If, however the need does arise for the processing of personal information of children Data Matrix Pty Ltd will adhere to the provisions of the POPI Act, Part C, sections 34 and 35.

## **PRIOR AUTHORISATION**

Data Matrix Pty Ltd has the policy of adhering to the process of Prior Authorisation in terms of sections 57 to 59 when has the intention to process any unique identifiers of data subjects for a purpose other than the one for which the identifier was specifically intended at collection; and with the aim of linking the information together with information processed by other responsible parties.



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## **STAFF TRAINING & ACCEPTANCE OF RESPONSIBILITIES**

### **DOCUMENTATION**

Information for staff is contained in this policy document and other materials made available by the Information Officer.

### **INDUCTION**

The Data Matrix Pty Ltd Information Officer will ensure that all staff who have access to any kind of personal information will have their responsibilities outlined during their induction procedures.

### **CONTINUING TRAINING**

Data Matrix Pty Ltd will provide opportunities for staff to explore POPI Act issues through training, team meetings, and supervisions.

### **PROCEDURE FOR STAFF SIGNIFYING ACCEPTANCE OF POLICY**

Data Matrix Pty Ltd will ensure that all staff sign acceptance of this policy once they have had a chance to understand the policy and their responsibilities in terms of the policy and the POPI Act.



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## **POLICY REVIEW**

### **RESPONSIBILITY**

The Data Matrix Pty Ltd Information Officer is responsible for the review of this policy as soon as there is a change to legislation affecting this policy or as per the document review date.

### **PROCEDURE**

The Data Matrix Pty Ltd Information Officer will ensure relevant stakeholders are consulted as part of the annual review to be completed prior to the policy review date.